

East TN Crisis Stabilization and Crisis Walk-in Services Announcement of funding

Questions and Answers

April 22, 2020

- 1) In 2019, how many individuals served through walk-in and how many served in CSU?
There were approximately 730 CSU admissions, but it is important to note that the CSU was closed for one month during this time period and approximately 1,200 assessments through the Crisis Walk-in Center during the last state fiscal year. It is the goal of TDMHSAS to increase both CSU and Crisis Walk-in Center utilization for this service area. The expectation for CSU capacity is to maintain an average of 70% or greater and to increase WIC assessments by no less than 25%.
- 2) Average length of stay in CSU in 2019?
The statewide average CSU length of stay in FY19 was 3 days.
- 3) Daily utilization in 2019?
Based upon the need in this region, TDMHSAS believes an average daily bed utilization of 11 or greater would meet the need for this service area.
- 4) Referral sources for CSU admits in 2019?
Referral sources were from crisis service providers located in Regions 1&2, local emergency departments, law enforcement and other service providers in need of the service.
- 5) Percentage of CSU admits referred by Cherokee Mobile Crisis Unit?
87% of the admissions to the CSU in FY19 were referred by Cherokee's Mobile Crisis Unit. It is anticipated that referrals from Cherokee's Adult Mobile Crisis Unit would continue post AOF award.
- 6) Current exclusion criteria by CSU in Region 1 & 2?
**CSU services are specifically designed for service recipients eighteen (18) years and older in need of short-term stabilization, up to ninety-six (96) hours, who do not meet the criteria for other treatment resources, other less restrictive treatment resources are not available, or the service recipient is agreeable to receive services voluntarily at the CSU and meet admission criteria. See CSU full licensure rules: <https://publications.tnsosfiles.com/rules/0940/0940-05/0940-05-18.20081014.pdf>
Any additional exclusionary criteria are established by each individual provider and would be determined by the selected proposer. TDMHSAS does not have current provider specific exclusionary criteria available.**

- 7) Breakdown of TennCare, uninsured and “other” (commercial) in the weekly?
The FY19 breakdown for current CSU admissions was 36% uninsured, 34% TennCare and 30% other.
- 8) What is the staff to patient ratio for staffing?
Please refer to CSU rules for staffing ratios. There are no current rules or requirements regarding staffing ratios for Crisis Walk-in Center services; however, please refer to sections 2.4.3. and 2.4.4. of the AOF for current Crisis Walk-in Center requirements. Direct link to CSU rules below:
<https://publications.tnsosfiles.com/rules/0940/0940-05/0940-05-18.20081014.pdf>
- 9) Utilization Data: What is the average daily census for each CSU across the state?
It is the goal of the TDMHSAS for CSU’s across the state to maintain an average CSU capacity of 70% or greater.
- 10) Will you provide utilization data and average daily census for the Crisis Walk-in Center?
There were 1,162 contacts through the current Crisis Walk-in Center during FY19. It is the goal of TDMHSAS to increase both CSU and Crisis Walk-in Center utilization for this service area. The expectation for CSU capacity is to maintain an average of 70% or greater and to increase WIC assessments by no less than 25%. TDMHSAS does not collect average daily census information in the Crisis Walk-in Center; however, there were 468 twenty-three (23) hour observation services provided during FY19.
- 11) Will you clarify in section 2.1.2 process by which “additional funding to renovate or build the infrastructure will be negotiated at the time of award,” i.e. can these dollars be above and beyond the estimated total of \$1,857,000?
Yes, potentially additional dollars may be provided to assist the selected awardee in establishing the infrastructure required to operate a CSU and WIC. The funds in this AOF for \$1,857,000 are intended to support daily operations of the CSU and WIC. If the proposer requires additional funds to support acquisition, rehabilitation, and/or new construction of facilities, then those costs will be reviewed if selected for funding. It would be permissible for the proposer to submit a separate budget and budget justification related to the proposed capital but is not required by the AOF. If the proposer elects to submit this additional budget information, then it will not be counted toward proposal page limits.
- 12) Is the daily census/utilization data available?
TDMHSAS Office of Crisis Services and Suicide Prevention collects and analyzes CSU census on a weekly basis. While the FY19 state average for CSU census was 70%. Historically census data for Regions 1 and 2 of the state has not mirrored the state average. As with all CSU community providers, TDMHSAS will work collaboratively with the new Region 1 and 2 CSU provider to ensure consistency with the state average and to ensure target utilization is met (i.e. 70%).

